

AZNet SLAs and Operations Scorecard - September 2007										
Service Level Agreement	Target		SLA	SLA by Zone				Ticket Metrics		
				A	B	C	D	Ticket Count	Ticket Time	Average
CRITICAL SERVICE LEVEL										
Severity Level I (MTTR)	see 1.1	-3.55	-3.55	0.00	0.00	0.00	1	0.45	0.45	
Severity Level II (MTTR)	see 1.2	-118.50	-49.89	-35.56	-7.33	-25.72	25	66.86	2.67	
Tier I Availability*	99.999%	99.994%					4	3.82	0.95	
Tier II Availability*	99.99%	99.993%					14	30.46	2.18	
Tier III Availability*	99.9%	99.998%					7	14.87	2.12	
Tier IV Availability*	98%	99.999%					1	7.68	7.68	
Site Chronic Problem	see 1.3	0								
PMO Escalation	see 1.4	0%					Ticket Count	# Missed	Average	
STANDARD SERVICE LEVEL										
Severity Level 3 Tickets Responded to on Time*	100%									
Trouble Tickets Not Reopened	98%	97%								
Service Requests Not Ticket Reopened	98%	98%								
On-Time Completion of Services*	95%	100%								
On-Time Completion of Projects*	95%	TBD								
Time to Dispatch*	98%	53%								
SYSTEM SERVICE LEVEL										
	Jul	Aug	Sep							
Severity Level I	0.00	0.00	-3.55							
Severity Level II	-24.52	-45.36	-118.50							
Tier I Availability*	100.000%	100.000%	99.994%							
On-Time Completion of Service*	TBD	TBD	TBD							
On-Time Completion of Projects*	TBD	TBD	TBD							

Operations									
All Trouble Tickets by Type		Count	%	Avg. Time	Sev 1	Sev 2	Sev 3	Notes	
Legacy Voice		394	57%						
IPT		61	9%						
Data		158	23%						
Call Center		37	5%						
Security		39	6%						
Total		689	100%						
Volumes	Count	Notes	MAC Resolved				Count	%	
Activities Created	2615		Voice Hard MAC				559	36%	
Activities Resolved	2440		Call Center Hard MAC				11	1%	
% Resolved	93%		Hard MAC Subtotal				570	37%	
Requests for Information	Count	Avg. Time	Voice Soft MAC				557	36%	
Requests	196		Call Center Soft MAC				0	0%	
Total	196		PON Change (BILL)				8	1%	
Current Support		Count	Security (DRTC, SFWC, SPWR, SVPA, SVPD, SDUD, SDUA)				253	16%	
Seats Supported		39615	Non Billable (911A,911D,NSOF,PRMN,NHRD)				16	1%	
Routers Supported		691	Soft MAC Subtotal				834	54%	
Monthly State-wide Hard MAC Allocation		660.25	T&M Labor Voice (LBV1, LBV2, LBV3, LBVQ, VAAL)				50	3%	
Monthly State-wide Soft MAC Allocation		3301.25	T&M Call Center (LBC1, LBC2, LBC3, LBCQ, CSUP, CDEV)				20	1%	
AZNet Support Desk ACD Stats		Count	%	T&M Data (LBD1,LBD2,LBD3,LBDQ)				12	1%
Offered		864		T&M Security (LBS1,LBS2,LBS3,LBSQ)				18	1%
Answered		801	93%	Equipment only (EQON)				27	2%
Terminated (voicemail)		39	5%	LVL1				24	2%
Abandon (hang-up)		24	3%	Misc. MAC Subtotal				151	10%
Avg. Time to Answer		16 sec.		Total				1555	100%

Notes (Sample)

- Delivered Security Report
- Delivered Inventory Plan
- Look into MAC allocation for month of August.